



**“SANTA” CLAUS  
AKA ENIGMATIC EUAN**

Wanted for trespassing, break and enter, stealing cookies, flying under the influence, and for wearing a terrible fake beard.



**“MRS” CLAUS  
AKA DANGEROUS DAVE**

Dangerous Dave may look benign in his disguise as Mrs Claus\*, but don't be fooled. he is armed with cookies that are unapproved by FSANS and is extremely dangerous.

A snippet from our last Christmas newsletter

## January 2023

Welcome to 2023, we sincerely hope everyone had a wonderful and energising break over the Christmas and New Year period. With the kids all back at school, the city humming with activity, and the roads providing ample opportunities to listen to your favourite album or podcast (we are eternal optimists) - the year is well and truly underway!

We hope you all enjoyed our Christmas mail-out in December; it is always fun to get the team together for some creative picture! We want to pass on thanks to Tamar from <http://www.redboxstudios.com.au/> as well - Tamar always nails these for us and we have her to thank for the creative genius.

As we kick off this new year and build momentum across delivery, business development, and operations, our focus is on quality and efficiency, two critical things that can make material differences to both our customers and our own daily experiences. On the quality side, we have made great progress with the development of a formalised quality framework we call TASTE (Testing, Assurance, Structure, Total Experience) that leverages the Azure DevOps solution to integrate the requirements, user stories, and acceptance criteria on all developments. From an efficiency perspective, we are taking onboard the analogy of 'keeping irons in the fire' with regard to keeping our many tasks moving forward and taking shape, prioritising what we are focused on, and seeking help when needed to achieve our goals.

Lastly on a people front, we have kicked off this quarter with a deep dive into what motivates us as individuals and how this translates to performance as a team. We all have a challenge over the next 2 quarters to really define each of our motivators and to work at setting goals to ensure these are constantly met. As a business, we work hard to provide against the typical needs of the individual, whether that be compensation, reward, recognition, or just a plain old thank you on a post it note. However, we recognise that this is just one critical strategic goal of a business that we have to constantly monitor, adjust, and achieve for it to be useful.

## Project Spotlight



Sometimes it is critical to fail fast in business in order to course correct and deliver outcomes. This month we wanted to share an experience that offers humility first and improvement second.

We have a long-term customer that we have done lots of work for over the years; we implemented a Project Management Solution, supported it for a term, and then got invited back to optimise the solution further with the main focus being reportability and automation.

Anyone involved in Power BI reporting will know of or have at least heard of paginated reports. ..(I can hear the quivering from here). It's an older development platform, and not every Power BI developer has experience with it, making it a specialised area of reporting. Adding a complex subject matter and dataset as well as a new team member with limited experience on the above...you start to get the picture of how this was heading. Yes we had some issues, yes we ran over time and budget, and yes we had to call in reinforcements to provide our project team with specialised support. But once that covert operation settled the dust, and the metaphorical ship began to slowly turn, we could not only see the light at the end of the tunnel but also the actual exit point coming into view.

Once the retrospective was absorbed by the team, they worked brilliantly together to deliver outcomes above and beyond expectations and even secured another term of managed support. This was a huge turnaround and a great success story but not one we want to repeat in that fashion.

So what did we learn? Subject matter expertise on datasets takes time to achieve, and it takes great discipline to document and test all things properly before a customer gets their eyes on it...particularly in the reporting space! Customers and people, in general, can have their minds changed, so we must remember to not give up, back ourselves, communicate clearly, and learn from mistakes quickly so that we can adapt to any situation.

## Soupian Du Jour



Maxine joined our team in October as our Principal Consultant for Microsoft 365 and SharePoint. Maxine has a strong love and passion for these two platforms and has a wealth of knowledge and experience in the field.

Let's get to know Maxine better!

**What's something we wouldn't see on your resume?**

I love to travel more than almost anything - and I enjoy planning these trips nearly as much as the travel itself. I usually plan holidays over the course of 6-9 months and can lose many weekends to researching and planning.

While I am digital-first, I like to have an itinerary planned and printed with me with all my key dates and travel details just in case! I think planning a holiday has a lot in common with project management - great rewards for good planning.

**What is your specialist field, and what do you like about it?**

I am the Principal Consultant in the M365 space, and I love that technology is constantly changing and evolving. I treat the M365 range of products like a tool chest where I can pick and choose the right tool for this exact job, mixing and matching those tools within the platform to deliver the best solution for our clients.

**Last movie you watched?**

Glass Onion! I really like Daniel Craig.

Connect with Maxine

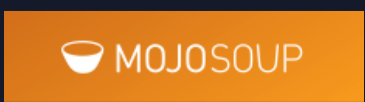
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